

COUNCIL: 25 JANUARY 2018

SOCIAL CARE, HEALTH AND WELL-BEING STATEMENT

AGENDA ITEM: 10

Adult Services is continuing to make progress against both its corporate and directorate commitments during 2017/18. I would highlight the following:

Integrated Service and Finance Strategy

Work undertaken with the Institute of Public Care (IPC) to facilitate long-term strategic change and support better financial sustainability, will continue during 2018/19 and will focus on the following four areas:

- In relation to the **'Reablement Strategy'**, good progress has been made in engaging key Health and Social Services staff in the review of the Community Resource Team (CRT) operating model. Overall consensus has been reached with Health about the need for change and nature of what needs to change; detailed actions to be agreed in Quarter 4. This will focus on providing more support to people at home, prolonging and promoting independence, and importantly avoiding hospital admission.
- Strong progress has been made in working with teams and managers to engage in the development and implementation of a new **strength-based model in Adult Services**. This mirrors the Signs of Safety model that is being rolled out in children's services and aims to prolong and promote independence by working with families' strengths and assets.
- Good progress has also been made at an inter-authority level in relation to the Development of a new **Regional Learning Disabilities Strategy**. Agreement reached to pursue reform and development in two areas over which the two councils have direct control – adult placements and day care. Health partners are now fully engaged in developing the new strategy.
- Grant funding secured via the Integrated Care Fund to enable scoping to commence to capture demand for a range of housing solutions that will then inform the development of the **Accommodation Strategy for Older People**. This is a cross-directorate project involving Social Services and Communities, Housing & Customer Services, supported by the Assistant Director for Integrating Health & Social Care.

Direct Payments

The new Direct Payments Support Service commenced on 31st July 2017 and is being further embedded. There were 631 adults on the Direct Payment scheme during Quarter 3 (691 year to date), with 30 people working towards the scheme. During Quarter 3, 20 started Direct Payments and 28 ceased (the main reasons were deceased and care home / respite admission). 180 children were on the Direct Payment scheme during the quarter, with 18 working towards the scheme; the total number of children and adults on Direct Payments for the year to date (i.e. April to December) is 869.

Direct Payment rates increased during the quarter to current providers, to reflect an uplift and the National Living Wage. It is too soon yet to evaluate how the new model is meeting individual needs, however the new Direct Payment support service has had an overall positive impact on all those in receipt of a Direct Payment. The service will work in partnership to develop next steps – in particular, the options of pooled Personal Assistants to assist service users and to attract a professional workforce to the social care market.

Dementia Friendly City

The Council has achieved 'working towards' Dementia Friendly City status. The Cardiff and the Vale Dementia Plan 2018/19 will be launched after the release of the Welsh Government's national strategy (date to be confirmed). The plan will be monitored and reviewed on a regular basis by the Cardiff & Vale of Glamorgan Regional Safeguarding Adults Board.

Delayed Transfers of Care

Work in relation to reducing Delayed Transfers of Care (DToCs) is ongoing and is on target to meet the milestones set out in the Directorate Plan. The information reported by the Integrated Health & Social Care Partnership on its 20th December 2017 census shows sustained improvements. The total number of DToCs for December 2017 is 38 compared to 53 for November 2017, a decrease in a month of 28%. The number is 38% lower than the same period last year 2016/17, which was 61. The total number of DToCs aged 75+ for December 2017 is 21, compared to 32 for November 2017; a decrease in a month of 34%. A recent Adult Services benchmarking report has also identified an overall 32% reduction in DToCs for social care reasons when comparing the months of October and November in 2016/17 (25) and 2017/18 (17).

Carers Assessments

Work in relation to Carers Assessments is ongoing and we are showing an improved result for Quarter 3 compared to the same period last year. 66.3% of carers have been offered an assessment (2,174 offers for 3,277 carers) compared to 61.7% for the same period last year (2,054 offers for 3,329 carers). The number of completed carer's assessments during Quarter 3 is 187, compared to 166 for the same period last year.

A Carers' Assessment Worker has been working with the Mental Health teams with a view to increasing assessments, which has been effective. The arrangement will be reviewed in Quarter 4 to determine the ongoing viability of having one dedicated worker for mental health.

We have increased the number of telephone assessments and this has enabled the team to spend more time identifying community and third sector services. While this process takes longer, the result is that more carers are being supported by external organisations.

We have also adopted the practice of contacting carers 12 months after their last assessment to discuss if their needs have changed and whether a reassessment is required. This contact will also be made to all carers who previously declined an assessment in order to make another offer. This is a positive development, resulting in a more timely and structured approach to offering carer assessments.

Day Opportunities

Work is ongoing and on target to meet the milestones set out in the Directorate Plan. The tender for works to refurbish the Grand Avenue Day Centre in Ely was successful and a contractor was appointed in Quarter 3, with work commencing in November 2017. This is expected to be completed in summer 2018. The successful contractor is the same one that completed the work on the Minehead Road Day Centre in Llanrumney. This has helped mitigate against any delays/issues as the contractor and the directorate built a good working relationship during the Minehead Road refurbishment.

Budget Monitoring

Adult Services is showing an underspend of £100,000 at month 9. Although, as in previous years, there has been pressure on the commissioning budgets for services for older people and those with learning disabilities, these pressures have been offset by savings in other areas, notably staffing. The service has also received significant additional grant funding in 2017/18. Activity levels have stabilised in the second and third quarters of the year. This reflects reviewing care pathways in the Hospital Social Work teams, relationship management of the market (e.g. provider forums) and senior management scrutiny of spend within Adult Services, including the focus on high cost placements, plus the introduction of a number of measures designed to control demand and prices.

Intergenerational Event

There are several studies that suggest that intergenerational practice can help improve community cohesion as well as increase health and wellbeing, by bringing together older and younger people. This remains a key objective of the Preventative Services agenda. The team aims to help older people to live healthier lives and remain connected to the communities in which they live, by encouraging and enabling ways for older people to participate in community opportunities and activities.

The team's second intergenerational event took place on 4th December 2017 in partnership with the Cardiff City Football Club Foundation. At the event, four classes of children were organised to speak with a group of older people over the course of the day. Some of the older people brought in pictures and memorabilia to share.

Both groups of ages benefitted enormously with the older group learning about the different cultural backgrounds of the children, helping them to understand reasons for migration and, in one instance, what it's like to be a refugee from Syria. Some of the younger people formed close bonds with the adults and learned how older people were treated differently in school compared to today. This resulted in the older people feeling valued for their stories, younger people learning about the past and both groups gaining a mutual respect for each other.

Meals on Wheels

For the first time in over 40 years of the service, the Council's Meals on Wheels service delivered meals to customers over the festive bank holidays. Customers were able to enjoy a hot, nutritious meal delivered to their homes on Boxing Day and New Year's Day.

At this time of year, perhaps more than any other, older and vulnerable people in our communities are at the forefront of our concerns. Meals on Wheels is a fantastic service and provides invaluable support to our customers. However, it's about much more than simply taking food to our customers. It's about providing peace of mind for our customers and their families, as well as providing social interaction for those who may otherwise go days without speaking to another person. The service now includes a social welfare check and our drivers have established a real rapport with the clients they meet.

People can self-refer to the Meals on Wheels service or can be referred by family, friends, neighbours, or health or social care professionals. Customers that meet one of the following criteria can receive the service:

- Having difficulty preparing a meal safely
- Liable to self-neglect or would eat an inappropriate diet without the service
- Unable to shop for food
- Have a mental or physical disability
- Needing support due to recovery from hospitalisation or illness; carer illness or holiday, or bereavement.

The service is affordable and caters for people of all ages, not just the elderly. Customers can also choose when and how often they would like to receive meals. A wide selection of meals, catering for a variety of diets, conditions and cultural choices are available for £3.90 a day for a main meal, or £4.50 for a main meal plus dessert.

GoodGym Cardiff and Vale

I am pleased to report that recently the Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership had an update on the work of GoodGym Cardiff and Vale.

The project was launched in May last year with support from the Integrated Care Fund, and is the first here in Wales. It is based on the idea that a group of people run to keep fit, and at the same time undertake tasks which benefit the community.

Since it started there are now over 100 members who have completed tasks such as gardening, decorating, sorting charitable donations and litter picks and helped organisations such as the YMCA, Samye Foundation, Marie Curie, Ty Hafan, some of our schools and the Dar Ul-Isra Muslim Welfare and Education Centre. Importantly, some of the runners have also run to support isolated older people with social visits and one-off tasks they can't do on their own.

I personally think this is a fantastic idea and fits well with the ethos of both the Social Services and Well-being Act and the Well-being of Future Generations Act and is definitely something we all need to encourage as part of our work to promote resilient communities. If anyone has any ideas of groups or individuals in Cardiff that could benefit please do let me or GoodGym know.

Councillor Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
24 January 2018